

SOLICITATION NO. TIRNO-04-R-00001  
PART I – THE SCHEDULE  
SECTION F – DELIVERIES OR PERFORMANCE

**Table F-4a: Annual Scorecard Performance Measures (Cont.)**

Performance Measure	Definition and/or Calculation	Functional Area	Government Measurement Mechanism	SLA	Expectation	Section C Reference
Service Disconnection Time	The % of services for which the Contractor discontinues billing within one cycle after the cycle in which the disconnection request is received.	Billing and Invoicing	QAEs may retain records of POC requests for disconnections to services and, through inspection (from on-line invoices), when the associated billing to the Government is discontinued.  Method: 100% Inspection, Surveys	The Contractor shall discontinue billing of a disconnected service within one (1) billing cycle of receiving a service disconnection request. In the event that the Contractor continues to bill the Government for a disconnected service after disconnect confirmation, the Contractor shall credit the excess charges plus an interest penalty calculated based on formulas in the Prompt Payment Act.	Meets: = 100% discounted billing Unsat: < 100% discounted billing	C.3.2.4
Invoice Error Resolution Time	The % of invoice errors reported to the Contractor that are resolved within one billing cycle.	Billing and Invoicing	QAEs may retain records of POC notifications of invoice errors and, through inspection (from on-line invoices), when the associated invoice is corrected.  Method: 100% Inspection, Surveys	The Contractor shall resolve all invoice errors (100%) within one (1) billing cycle.	Meets: = 100% Unsat: < 100%	C.3.2.4
Report Deadlines	The % of required reports that are made available to the Government by the scheduled due date.	Program Mgmt	QAEs may retain records of report due dates and report availability dates (through inspection).  Method: 100% Inspection, Surveys	The Contractor shall submit:  • In-progress Reports, Trouble Status Reports, and SLA Performance Reports: <b>By the fifth business day of month</b>  • Capacity Status Report: <b>By the fifth business day of every alternate month</b>	Meets: = 100% of reports on time Unsat: < 100% of reports on time	C.3.2.2
Monthly SLA Reporting Accuracy	The # of independent errors in monthly SLA reports.	Program Mgmt	QAEs may maintain records if errors are found in SLA reports each month.  Method: Random Sampling, Surveys	The Contractor shall maintain zero (0) errors in monthly SLA reporting.	Meets: Zero (0) errors in monthly reports Unsat: One (1) or more errors in monthly reports	C.3.2.2

Service orders for locations containing more than one Bureau may be placed by the COTR or the DAR from one of the Bureaus. The TCE PMO may assist in coordinating the service order between the Bureaus.

### **G.5 Special Projects**

The TCE Contract provides for special projects (C.4.1.1) and other potential service enhancements. Special projects (C.4.1.1) may only be ordered by a Contracting Officer. Such services will be ordered through a negotiated Task Order Request (TOR) process. The Bureau Contracting Officer will issue a TOR that provides sufficiently detailed requirements, including at a minimum, a statement of work, deliverables, the period and place of performance, acceptance criteria, requested service level agreements (if appropriate), and any other specific requirements to allow the vendor to prepare a response. The TOR will be detailed enough to permit the Contractor to propose a fixed price or a time and materials-based level of effort, depending on the requirements. The Contracting Officer will then issue a task order to obtain the services.

**Due dates for TOR responses will be negotiated based on the scope of the individual task order.**

All program-wide enhancements (including those identified in C.4.1.2 through C.4.1.6) will be ordered following the same procedures as identified above, except they must be processed through the TCE PMO and issued by the IRS Contracting Officer.

### **G.6 Changes to Orders**

Orders may be changed either at the Government's initiative or in response to the Contractor's proposal. Contract changes are issued by means of a Standard Form 30 (Amendment of Solicitation/Modification of Contract) or an appropriate customer agency form. Direction changing the requirements of an order will not be binding upon the Contractor unless issued by the appropriate Bureau Contracting Officer in writing. Likewise, the Government will not be liable for an equitable adjustment to the price of an order on account of a change, unless the Contracting Officer authorizes the change.

### **G.7 Special Contract Administration Responsibilities**

Each Bureau using TCE has the primary responsibility for the administration of any order it places with the Contractor.

The Bureau shall be responsible for:

- a) Ensuring that task orders are within the scope of the contract;
- b) Administering and final closeout of Bureau orders;
- c) Performing inspection and acceptance or rejection of the services performed by the Contractor;
- d) Payment, withholds, or partial payment of Bureau invoices;
- e) Forwarding end of fiscal year notification to the IRS Contracting Officer; either by (memo, letter, or electronically) that all Bureau delivery orders awarded in proceeding fiscal year are closed and final disposition complete including release of claims letters;